

North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services

**NC-TOPPS**

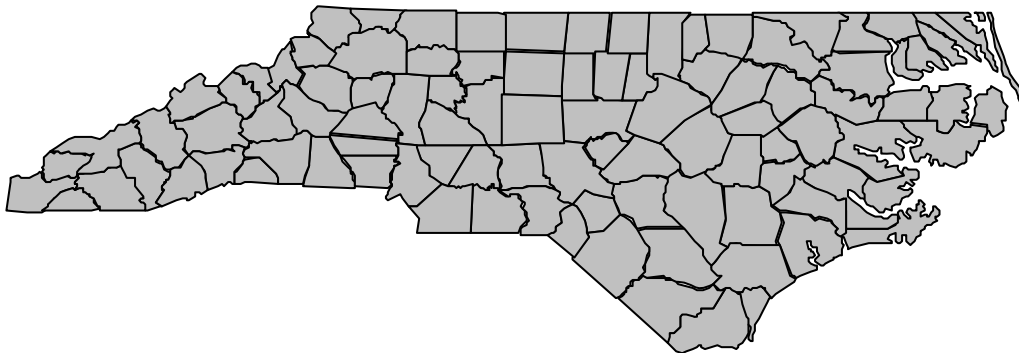
North Carolina Treatment Outcomes and Program Performance System

**Adult Mental Health Consumers:  
Crossroads LME**

**Initial Interviews**

**July 1, 2007 through June 30, 2008**

This report includes consumers receiving only mental health services, and those receiving both mental health and substance abuse services.



Data Collected By:

Center for Urban Affairs and Community Services (CUACS)  
NC State University

Report Produced By:

Institute for Community-Based Research  
National Development & Research Institutes, Inc. (NDRI)

Prepared For:

Quality Management Team  
Community Policy Management Section  
DMH/DD/SAS  
NC DHHS

July 2008



## Introduction

This type of report is available to Local Management Entities, providers and the NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services on data gathered for mental health consumers through the North Carolina Treatment Outcomes and Program Performance System (NC-TOPPS). It provides information gathered through the online NC-TOPPS Initial Interview and includes six pages of charts, tables and text information on mental health consumers' demographic characteristics, symptoms, behaviors and activities, service needs, supports and barriers, family and housing issues and outcome measures collected through an interview with the consumer at the beginning of their treatment. It should be noted that not every data element or response category on the NC-TOPPS Initial Interview is displayed in this report.

Please note that the charts and tables may not always match online queries that you may conduct. The data used in these reports will not necessarily reflect the same points in time. In addition, NDRI who produces these reports cleans the data and removes apparent duplicates prior to preparing the tables and charts.

Additional information about NC-TOPPS and printable version of the interviews are available at <http://www.ncdhhs.gov/mhddsas/nc-topp>

## General Information on Interpreting Tables

<b>Types of Statistics</b>	<ul style="list-style-type: none"><li>▶ A <u>count</u> shows the actual number (often designated by the letter “n”) of clients.</li><li>▶ A <u>percentage</u> is the number of clients with a characteristic or behavior divided by all the clients in the group of interest multiplied by 100. Percentages will be designated with a % sign next to the number.</li><li>▶ An <u>average</u> is the sum of a set of numbers divided by the number of numbers in the set. When a number in a cell is an average, the word average will appear in the row descriptor.</li><li>▶ A <u>median</u> is the middle number in a set of numbers, arranged from lowest to highest. For example, the median for the following numbers: 9, 12, 12, 15, 17, 20, <b>22</b>, 23, 25, 28, 31, 35, 62 is the bolded number, 22. Medians are important measures of central tendency, especially when a mean may be skewed by a very high or very low value. When a number in a cell is a median, the word median will appear in the row descriptor.</li></ul>
<b>Missing Data</b>	For many of the NC-TOPPS forms received, a particular item or question may have been left blank. In calculating the means, medians, and percentages in cells of questionnaire items, this missing data is excluded from the calculation. For example, program X may have submitted 50 assessments but in 2 of the assessments, gender was left blank. When the percent of males is calculated, the 25 males are shown as 52% (25/48*100).
<b>Denominator</b>	The denominator for nearly all percentages is the number of cases shown on the bottom left of the page minus item missing data. All exceptions to this general rule are <b>specifically noted</b> with appropriate text in the graphic or table. This text will state which group is included or excluded from the denominator, such as "of those in the labor force" or "of those with children."
<b>Multiple Response</b>	“Multiple response” indicates a “mark all that apply” type question in which more than one response to a question is allowed. The total of responses may add to greater than 100%. Examples are health insurance or target population. This is in contrast to items such as gender where only a single response is allowed.
<b>Definitions of terms</b>	The appendix at the end of the report gives definitions of acronyms, abbreviations, and other terms used in this report.
<b>Special notes:</b>	

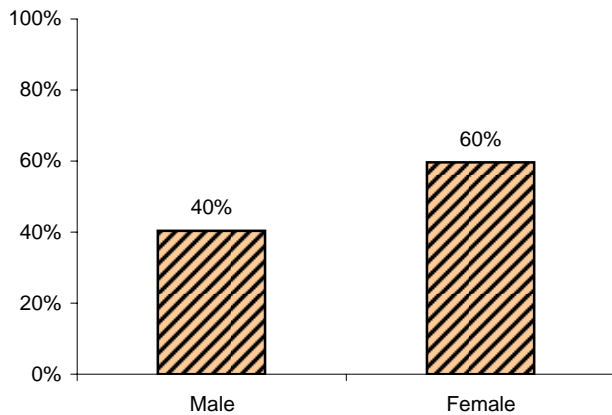


**Initial Assessments Received July 1, 2007 through June 30, 2008**  
**Adult Mental Health Consumers**  
**Crossroads**

This table shows the number of consumers in this report by provider.

<b>Provider</b>	<b>City</b>	<b>ProviderID</b>	<b>Number</b>
ASAP Crisis and Recovery Center			
ACTT	Statesville	2708	13
Caring Support Services	Winston-Salem	1357	2
Carolina Child and Family Services, Inc.	Mount Airy	801	6
Cleveland Family Services	Shelby	2165	5
Easter Seals UCP/Area Services and Programs	Mount Airy	878	219
Easter Seals UCP/Area Services and Programs	Statesville	879	127
Easter Seals UCP/Area Services and Programs	Statesville	1519	3
Foss, LMFT	Mount Airy	1865	4
HomeCare Management Corporation	Charlotte	2013	2
HomeCare Management Corporation	Statesville	982	13
Lawson Support Services	Sparta	2418	4
M & M of the Carolinas, Inc.	Statesville	1707	3
New River Behavioral HealthCare	Sparta	2671	2
New River Behavioral Healthcare	Mooreville	2884	3
New River Behavioral Healthcare	Yadkinville	2883	9
New River Behavioral Healthcare (formerly Triumph)	Elkin	868	181
New River Behavioral Healthcare (formerly Triumph)	Mount Airy	867	166
New River Behavioral Healthcare (formerly Triumph)	Statesville	866	192
PDFNC / Insight Human Services	Mooreville	870	111
PDFNC / Insight Human Services	Mount Airy	872	130
PDFNC / Insight Human Services	Statesville	871	73
PDFNC / Insight Human Services	Yadkinville	869	174
PQA Healthcare, Inc.	Dobson	979	3
RHA Health Services	Concord	1690	1
Turning Point Homes	Mooreville	1638	5
Youth Enrichment Services	Mooreville	2343	2
<b>Total</b>			<b>1453</b>

## 1-1: Gender



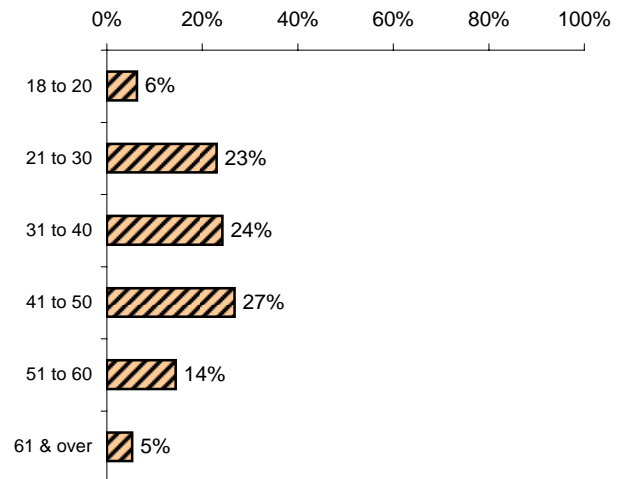
## 1-2: Hispanic Origin

Of the Crossroads consumers, 2% indicate that they are of Hispanic, Latino, or Spanish origin.

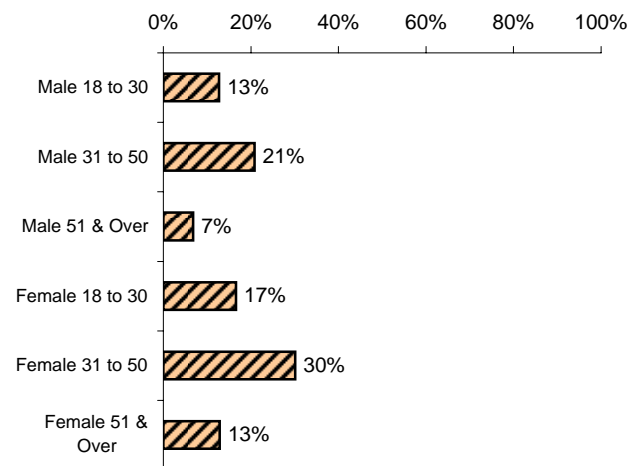
## 1-3: Race/Ethnicity



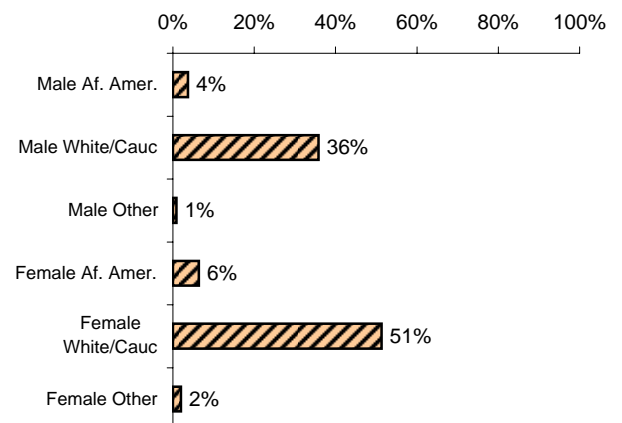
## 1-5: Age Group



## 1-6: Gender and Age



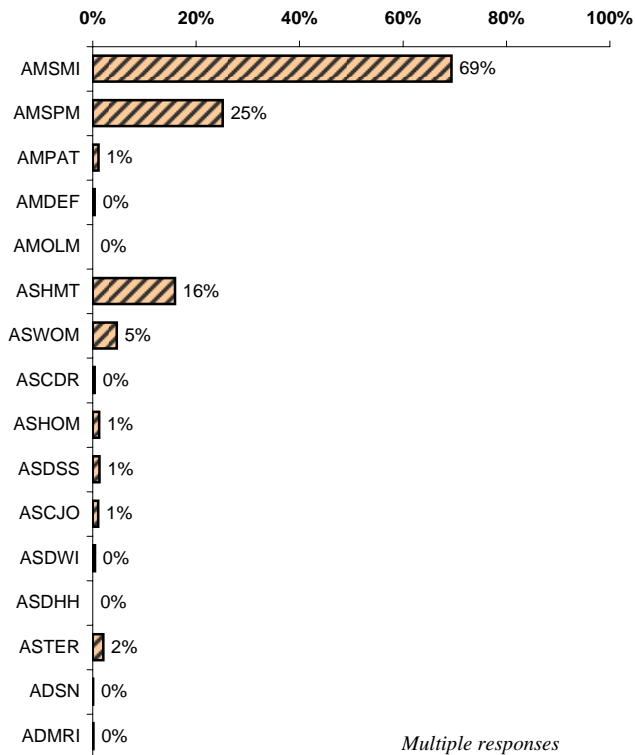
## 1-7: Gender and Race/Ethnicity



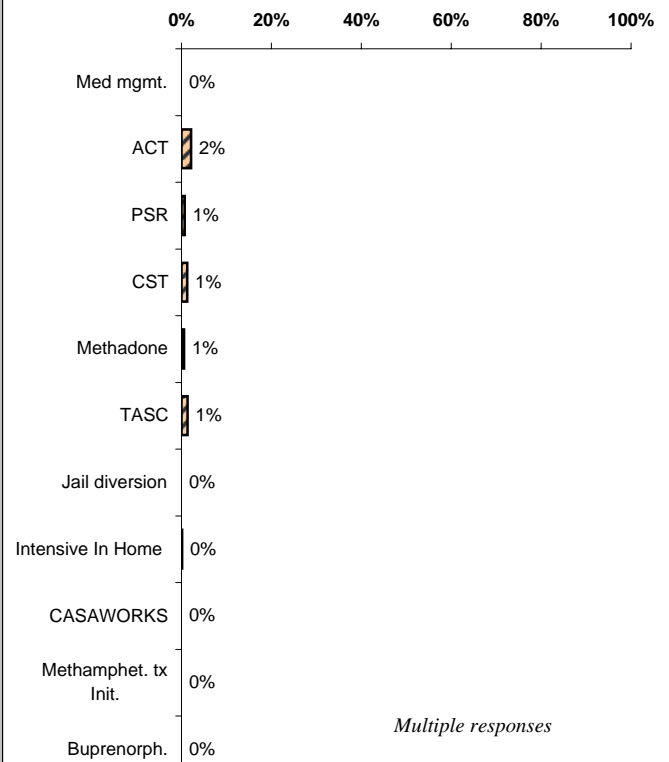
## 1-4: Legal Guardian and Designated Payee

Has designated payee	5%
Has legal guardian	2%

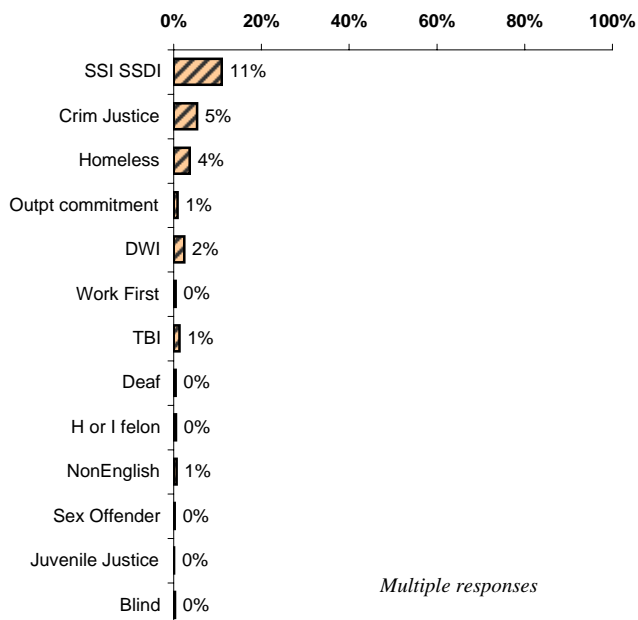
## 2-1: IPRS Target Populations



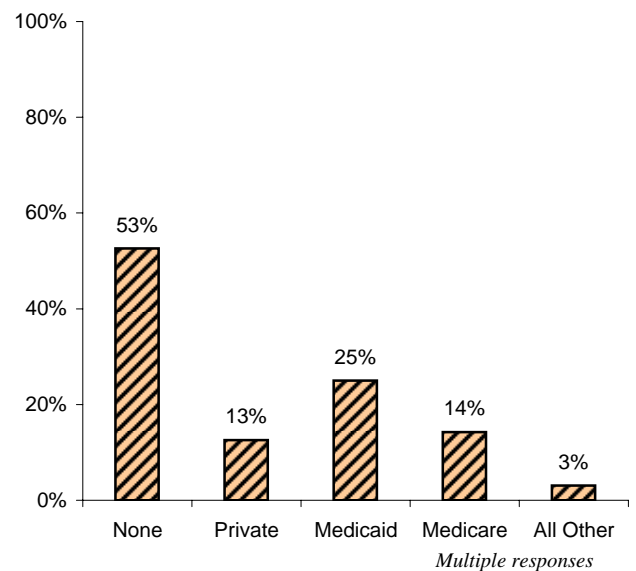
## 2-3: Special Programs



## 2-2: Special Populations



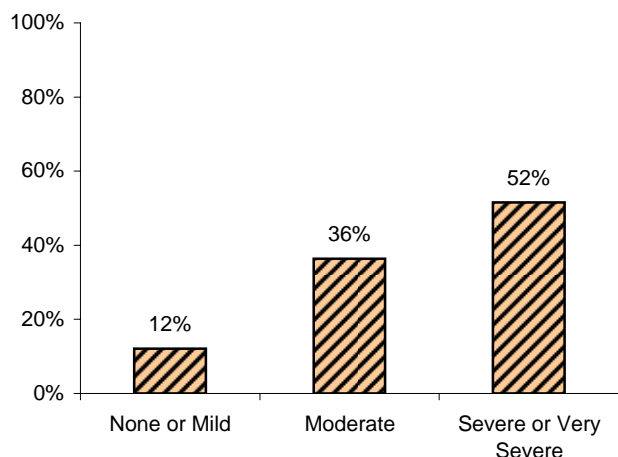
## 2-4: Health Insurance



**Note :** Refer to appendix for acronym definitions for all charts on this page.

Number of Initial Interviews: Crossroads = 1,453

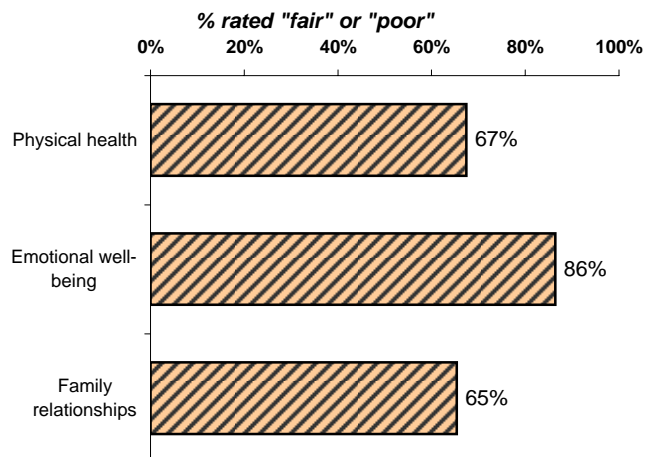
### 3-1: Severity of Mental Health Symptoms, Past Month



### 3-2: General Assessment of Functioning (GAF)

Among Crossroads consumers, the average GAF score was 44.3 and the median score was 45.

### 3-3: Consumer Ratings on Quality of Life



### 3-4: Experienced Violence

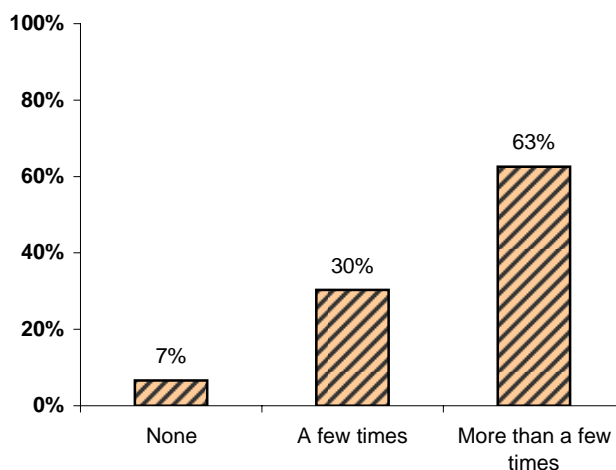
Physical violence, past 3 months	9%
Sexual violence, ever	27%
Sexual violence, past 3 months	1%

### 3-5: DSM-IV Diagnoses

Diagnostic Category	%
Major Depression	48%
Schizophrenia	10%
Bipolar disorder	29%
Anxiety disorder	30%
PTSD	16%
Personality disorder	3%
Alcohol Abuse	4%
Alcohol Dependence	10%
Drug Abuse	6%
Drug Dependence	16%

\* Only most commonly diagnosed conditions shown.

### 3-6: How Often Problems Interfere with Work, School, or Other Daily Activities, Past 3 Months



### 3-7: Lifetime Suicide Attempts

37% of Crossroads consumers have attempted suicide at least once during their lifetime.

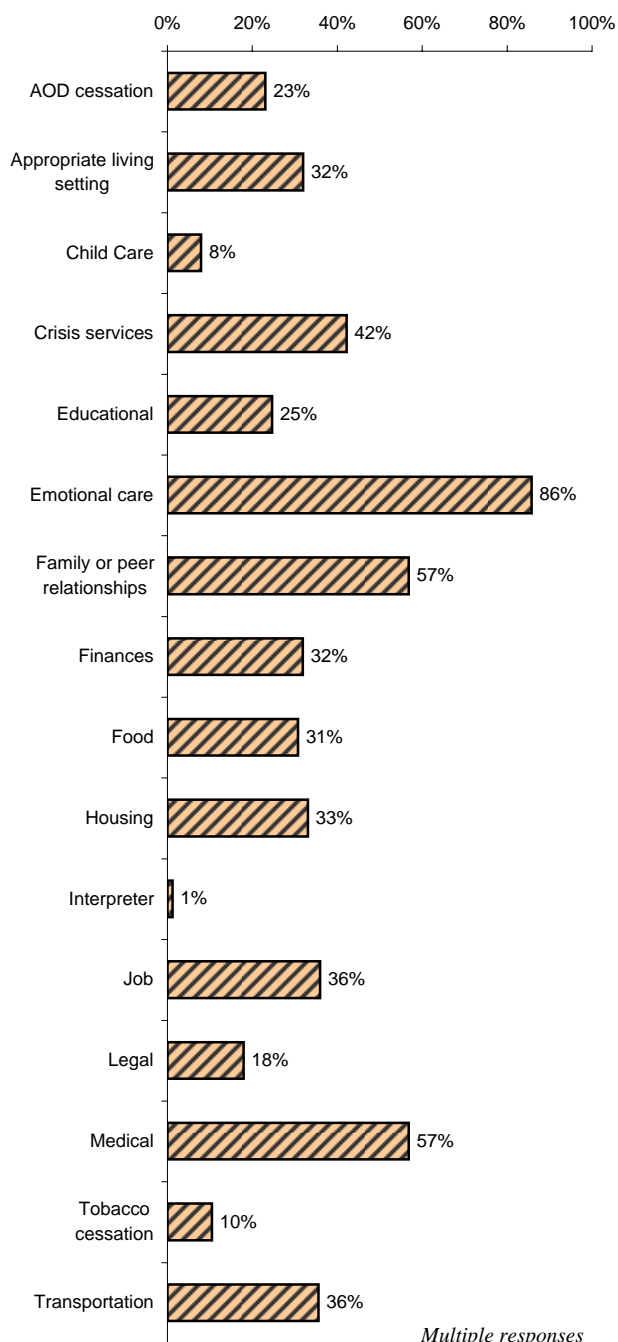
### 3-8: Behavior Problems and Symptoms Expressed, Past 3 Months

	%
Suicidal thoughts	47%
Tried to hurt or cause self pain	12%
Risky sexual activity	5%
Hit/physically hurt another person	9%

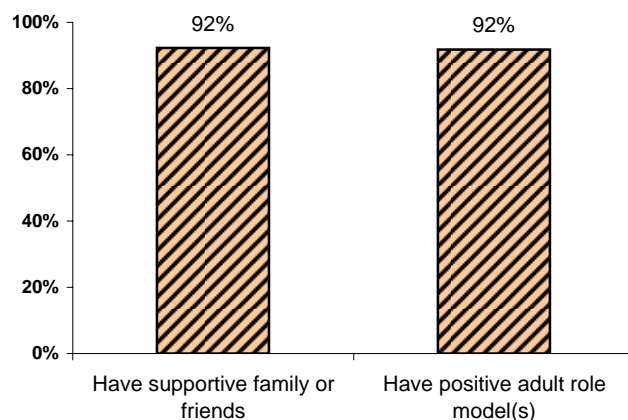
## 4-1: Public or Private Health Care Provider

Among Crossroads consumers, 61% report that they have a health care provider and 57% have seen their provider within the past year.

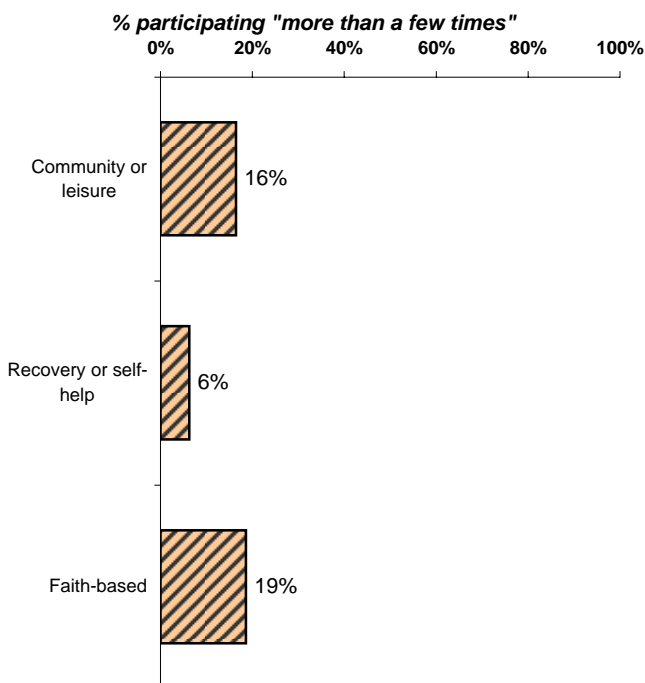
## 4-2: Service Needs Rated "Very Important"



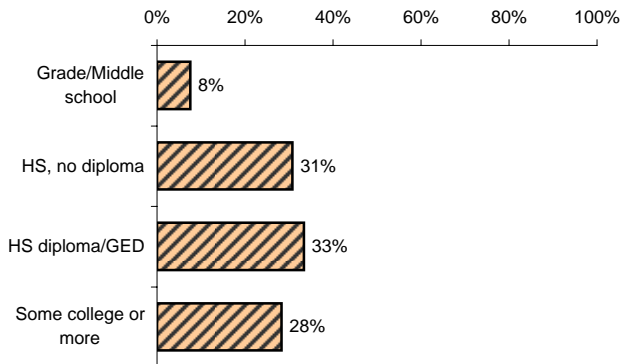
## 4-3: Support for Recovery



## 4-4: Consumer Participation in Positive Activities, Past 3 Months



**5-1: Highest Educational Achievement**



**5-2: Marital Status**

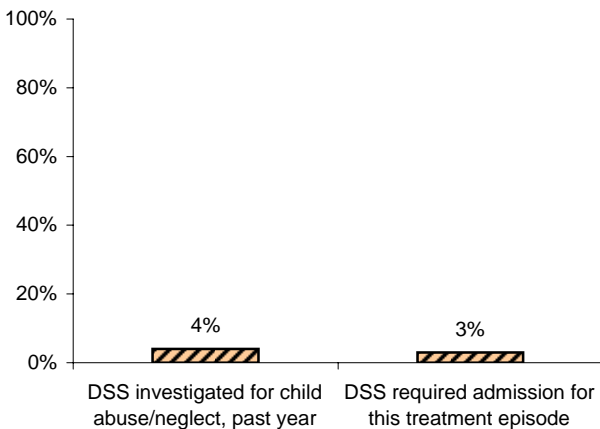
Never married	30%
Married or living as	31%
Divorced/Widowed/Separated	39%

**5-3: Children Under 18**

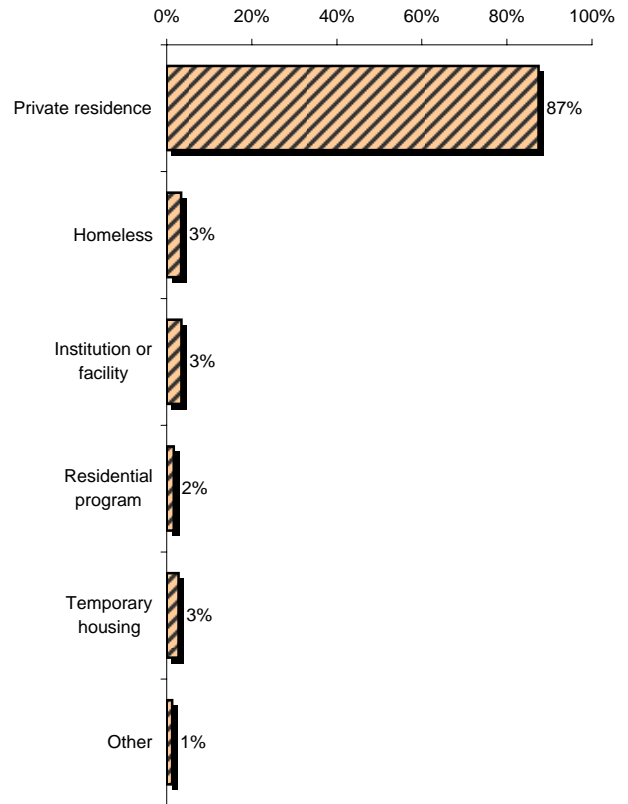
39% of Crossroads consumers have children under age 18.

<b>Of those with children...</b>	
Have custody of all children	65%
Have custody of some children	7%
Have custody of none of children	28%

**5-4: DSS Involvement**



**5-5: Where Lived**



Note: Of Crossroads homeless consumers, 34 were in shelters and 15 were not in shelters.

**5-6: Times Moved Residences in the Past Year**

No moves	59%
Moved once	22%
Moved two or more times	18%

**5-7: Pregnancy Status**

Number currently pregnant	16
Number uncertain about pregnancy status	6
Number in first trimester	6
Number in second trimester	5
Number in third trimester	5

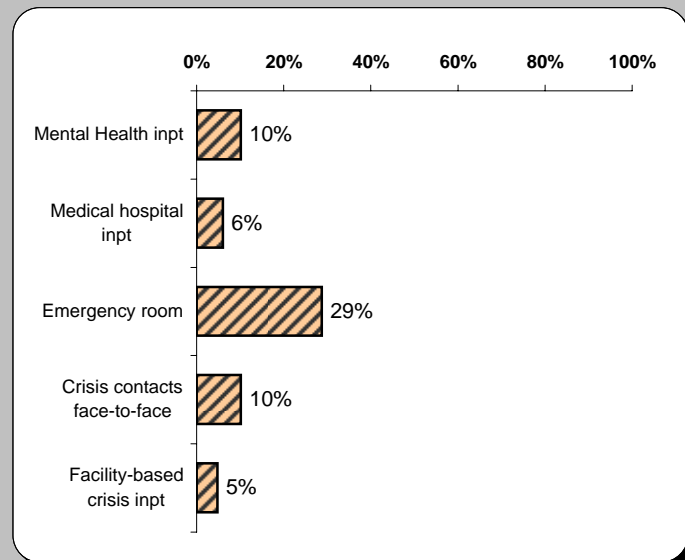
Note: Numbers may not add, due to missing data.



## 6-1: Lifetime Admission for Inpatient Mental Health

39% of Crossroads consumers have had inpatient mental health admissions.

## 6-2: Health Care: Types of Services Received in the Past 3 Months



## 6-3: Employment, Past 3 Months

54% of Crossroads consumers are in the labor force meaning that they are working, or unemployed and looking for work.

Of those in the labor force...	
Employed full-time	33%
Employed part-time	19%
Unemployed (seeking work)	48%
Of those working...	
Supported employment	2%
Transitional employment	4%

## 6-4: Arrests Past Month

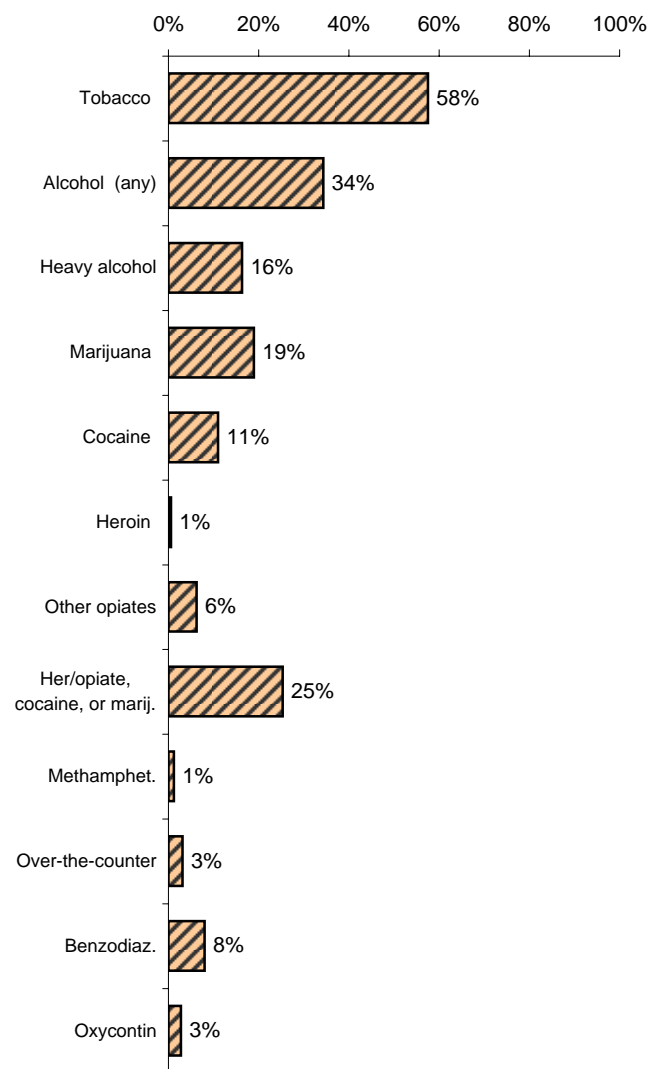
Any Arrest	3%
Misdemeanor Arrest	2%
Felony arrest	1%

## 6-5: Justice System Involvement

11% of Crossroads consumers were under correctional supervision at admission. The court or criminal justice system required treatment for 6%.

## 6-6: Self-Report Substance Use, Past 12 Months

Bars show % with any use



## 6-7: Cigarette Smoking

Overall, 54% of Crossroads consumers report that they smoked cigarettes in the past month and 35% smoked a pack a day or more.

## Appendix

### Adult Mental Health

### Acronyms and Abbreviations

Acronym or Term	Definition
ACT	Assertive Community Treatment
ADMRI	Target population: Adult with both mental retardation and mental illness
ADSN	Target population: Adult with Developmental Disability
Af American	African American
AMDEF	Target population: Adult MH consumer who is deaf or hard of hearing
AMOLM	Target population: Adult MH consumer receiving Olmstead services
AMPAT	Target population: Adult MH consumer who is homeless (PATH program)
AMSMI	Target population: Adult with serious mental illness
AMSPM	Target population: Adult with serious and persistent mental illness
AOD	Alcohol or other drugs
ASCDR	Target population: Adult injection drug user at risk for communicable disease
ASCJO	Target population: Adult SA consumer who is a criminal justice offender
ASDHH	Target population: Adult SA consumer who is deaf or hard of hearing
ASDSS	Target population: Adult SA consumer who is involved with DSS
ASDWI	Target population: Adult SA consumer who is receiving DWI offender treatment
ASHMT	Target population: Adult with a chronic substance abuse disorder
ASHOM	Target population: Adult SA consumer who is homeless
ASWOM	Target population: Adult SA consumer who is pregnant or has dependent children
Benzodiaz.	Benzodiazepine(s)
Buprenorph.	Buprenorphine
CASAWORKS	Residential program initiative designed to help substance-abusing women
Cauc.	Caucasian
Crim. Justice or CJ	Criminal Justice
CST	Community support team
Detox	Detoxification
DSM	Diagnostic and Statistical Manual (Edition IV)
DSS	Division of Social Services
DWI	Driving while Impaired
GED	General Education Diploma (High School Equivalency)
H or I felon	Class H or I felon (controlled substance) who applied for food stamps
Her	Heroin
HS	High School
IDU	Injection drug use(r)
Marij.	Marijuana
Med. Mgmt.	Psychiatric medication management services
Methamphet.	Methamphetamine(s)
Methamphet. Tx. Initiat.	Methamphetamine Treatment Initiative program
MH	Mental Health
Outpt. Commitment	Outpatient Commitment
PSR	Psychosocial rehabilitation
PTSD	Post-traumatic Stress disorder
SA	Substance Abuse
SSI/SSDI	Supplemental Security Income or Social Security Disability Insurance
TASC	Treatment Accountability for Safer Communities
TBI	Traumatic brain injury
Work First	DSS program for temporary assistance to needy families